

FREQUENTLY ASKED QUESTIONS – MARRIOTT MAURITIUS

• **Will the 3 hotels of Marriott Mauritius be operational as from the 01st of October 2021?**

Le Meridien Ile Maurice will be operational as from December 2021, The Westin Turtle Bay Resort & Spa Mauritius and JW Marriott Mauritius Resort will be open as from the 01st of October 2021 and fully operational.

• **Will all areas of the hotels be accessible to guests?**

All areas of the hotels will be accessible to guests. There might be some adjustments done depending on the occupancy of the resorts.

• **How many COVID-19 test is applicable and what is the time frame prior travelling to Mauritius?**

You can find entry requirements from your airline, travel agent or on www.mauritiusnow.com. Vaccinated Travelers must hold a negative COVID-19 PCR test certificate from the country of origin, for a test taken no more than 72 hours before departure + valid COVID-19 travel insurance health cover + Antigen Test upon arrival and Antigen Test on day 5 of your stay.

All travellers must fill out the health forms before or during your flight to Mauritius. These include the passenger locator form and the health self-declaration form. You will need to hand these completed forms to immigration and health officials on arrival at Mauritius airport

• **Are the antigen test upon arrival and during my stay free ?**

Yes, at the hotel.

• **Do children have to do the antigen tests?**

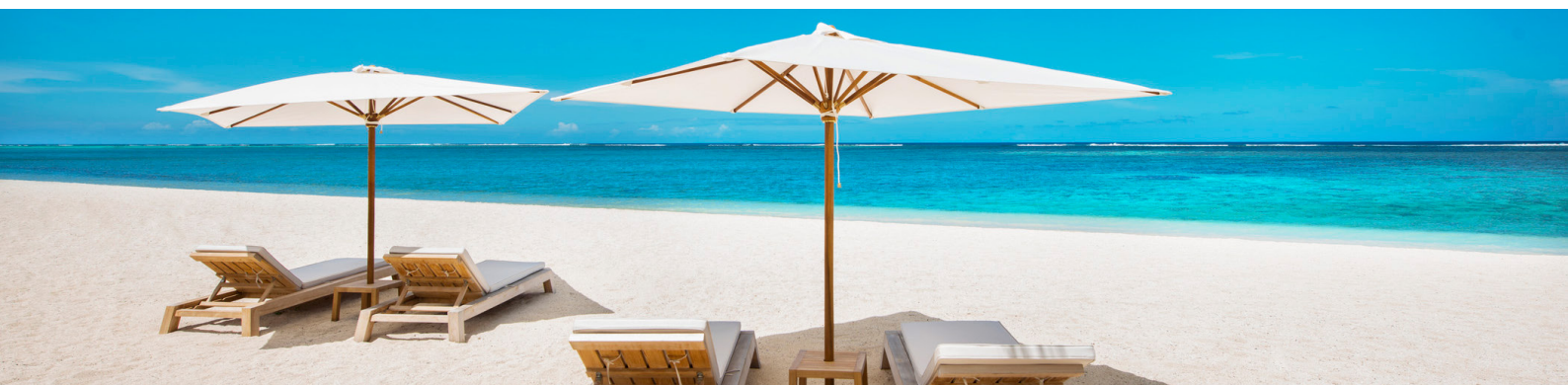
Yes, but subject to clarification from local authorities.

• **How much does an Antigen test costs in Mauritius?**

MUR 300 to 400 – Antigen Test at D0 and D5 will be handled by the hotel.

• **Can I bring my own antigen tests and perform in upon arrival and during my stay?**

As we are taking care of this, we would suggest you travel spirit free.



- **Can I explore the island once the antigen test is negative upon arrival?**

Yes, once the results is negative on D0, you can move around the island.

- **Are unvaccinated travelers allowed on property?**

Our hotels will operate only for vaccinated clientele. Unvaccinated travelers will need to present a negative PCR Tests taken 3 to 7 days from the last point of embarkation and book an official quarantine hotel including meals and transfers before booking our resorts provided accompanied by a negative PCR Test on day 14.

- **Do I need a PCR Test before leaving the hotel?**

PCR tests will need to be done 72 Hours before departure depending on the length of stay and legislation of the countries where to travel. After a negative PCR test, the results will be asked upon check in the plane. You are free to check out of the hotel to go and explore the island. Vaccinated clientele can explore the island without limitation during their stay.

- **Which laboratory can I do the PCR Tests in Mauritius?**

- Clinique Darne: 7:30 to 20:00 (weekdays) | 7:30 to 15:00 (Saturday) | Closed on Sundays and public holidays for Outpatient - – Tel: 6012300
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- Wellkin Hospital: 7:30 to 20:00 (weekdays) | 7:30 to 16:30 (Saturday) | Closed on Sundays and public holidays for Outpatient - Tel: 6051000
- C-Lab Cascavelle at SPARC Medical Centre, Unicity: 8:00 to 16:00 (weekdays) | 8:00 to 12:00 (Saturday) | Closed on Sundays and Public holidays - Tel: 4524800
- C-Lab at C-Care Clinic Cap Tamarin: 7:00 to 16:00 (weekdays) | 7:00 to 12:00 (Saturday) | Closed on Sundays and public holidays - Tel: 4840600
- C-Lab at C-Care Clinic Grand Baie: 6:30 to 16:00 (weekdays) | 6:30 to 11:00 (Saturday) | Closed on Sundays and public holidays - Tel: 6012500
- C-Lab at Care Medical Centre, Domaine de Labourdonnais, Mapou: 7:00 to 16:00 (weekdays) | 7:00 to 12:00 (Saturday) | Closed on Sundays and public holidays - Tel: 2670202
- C-Lab at Care Medical Centre, Domaine de Labourdonnais, Mapou: 7:00 to 16:00 (weekdays) | 7:00 to 12:00 (Saturday) | Closed on Sundays and public holidays - Tel: 2670202
- C-Lab at Port Louis: 7:00 to 16:00 (weekdays) | 7:00 to 12:00 (Saturday) | Closed on Sundays and public holidays - Tel: 2149100



- **Can guests do PCR Tests prior to departure?**

PCR tests are available to be done in all 3 properties prior to client's departure. PCR Tests will be chargeable to the guests directly, the costs of the PCR tests for each hotel will be as below:

Le Meridien Ile Maurice	The Westin Turtle Bay Resort & Spa Mauritius	JW Marriott Mauritius Resort
MUR 2,200	MUR 2,200	MUR 2,200

- **What happens to the person who's tested positive during their stay?**

Positive Guests will remain in his room, the accompany guest will move in an isolation room. Isolation room charges and extension of stays in the original room will be as follows:

Period	Le Meridien Ile Maurice	The Westin Turtle Bay Resort & Spa Mauritius	JW Marriott Mauritius Resort
1 st October – 30 th November	USD 225	USD 225	USD 375
1 st December	USD 375	USD 375	USD 500

- **How will the guests receive the PCR test report?**

By email or sms to a local mobile number or sent to the concierge of the hotel if the written consent has been provided by the guest.

- **Can the guests perform the PCR test in the room?**

Yes, PCR tests can be performed in the room in all 3 properties.

- **Do the guests have to pay directly to the laboratory?**

PCR tests charges will be billed on guest's room account, mode of payment will be as per the resort policy.

- **If the test has to be done at the lab, will the hotel provide the transportation, or the guest will pay at its own cost?**

Guests will need to bear the cost on his own account.

- **In the event of a positive test that necessitates a longer stay, who pays for the additional stay charges?**

The guests will pay for all additional costs as listed in the grid above.

- **Who pays for second test, if the first test is positive?**

The guest will pay for second test and other tests, if the charges were not initially included in the room rate.

- **What happens to the other guests who are staying at the hotel?**

Normal in-resort stay continues for all other guests, who have not been in direct contact with infected guest.



- **Are your staffs vaccinated as well, for guests' safety?**

Yes, all our associates are full vaccinated as well as their immediate family members living under the same roof.
There are stringent sanitary measures put in place.

- **What are the sanitary measures in place in the resort?**

The proper use of masks/face coverings is mandatory in all public areas of the hotel.
Enhanced Public Space and Guest Room Cleaning, Social Distancing Practices, Use of Masks for all associates and the addition of Electrostatic Spraying to our cleaning protocols.

- **Are all services at the spa available?**

Sauna and Hammam facilities will be operating with social distancing and limited number of guests inside. As for the massages, the spa therapists will be wearing protective overall and mask during spa massaged.

- **Will there be a limit to how many people can use the pool and beach at any one time? How many loungers around the pool will be available and will they be distance appropriately?**

The pool will be open for lounging and swimming by maintaining the social distancing, pre-booking is suggested.

- **Is the buffet available?**

Buffets will be available subject to the hotel occupancy, and you will be served by a Chef at each buffet station.
Masks will have to be worn when not seated at the tables

- **Will guests enjoy all beach and water sports activities?**

Yes, guests will be able to enjoy the beach and water sports activities by respecting social distancing.
For example, safe distancing of 2m will be observed for aqua gym

- **How will guests get from the airport to their accommodation?**

DMC partner from the Tour Operator will handle – We also can help thru our approved vendor at the hotel for direct client.

- **If I get a PCR test before I fly, do I really need another on arrival at the airport?**

Only a negative PCT test 72 Hours is needed prior to the embarkation, however this will also depend on the country entry requirements at the time of travelling.

- **Can I travel in a group or get married?**

Groups over 50 people are not allowed to travel together in phase 1, from 15th July to 30th September 2021.
– Updated Protocol to follow from MTPA for phase 2 – visit mauritiusnow.com for further information.

- **Can I travel to Mauritius with children?**

Yes. PCR tests are mandatory for all guests. Visit mauritiusnow.com for latest update or reach out to your Travel agent or Tour Operator. Passengers under 18 years old are exempted from vaccination however they will need to undergo a PCR test.



- **Will a digital vaccine passport be available?**

For the moment, a vaccine card is valid. The Mauritian government is working on a digital version.

- **If I've had COVID-19 and recovered, do I need to be fully vaccinated to travel to Mauritius?**

If you want to enjoy a hotel holiday during the first phase, you need to be fully vaccinated and report a negative PCR test 3-7 days before departure to enter Mauritius.

- **Will dining be affected during my holiday?**

Buffets and a la carte meals will be available after Phase 2 as from the 1st of October. Physical distancing measures will be put in place and guests must wear a mask if moving around the restaurant.

- **Can guests explore the island during their holiday?**

During phase 2, as From 1st October, the island will be open throughout your holiday.

- **From 1st October 2021, will there be any restrictions for tours and excursions?**

From 1st October 2021, there will be no restrictions for fully vaccinated people, tours and excursions protocols may apply

- **What happens if I arrive just before 1st October 2021?**

Vaccinated Travelers must book a mandatory 7-day hotel holiday and complete the stay before they are allowed to freely explore the rest of the island. – An updated communication will follow from MTPA

- **If a person travelling who booked a resort, is tested positive 72 hours prior to flight during PCR Test and cannot travel, would he be refunded ?**

Refund will be as per travel insurance of traveler; hotel will allow guests to rebook at a later stage depending on availability and season

- **What vaccines have been approved?**

The National COVID-19 Vaccination Committee in Mauritius has approved the following vaccines for those wanting to enter Mauritius:

- *AstraZeneca: Covishield*
- *AstraZeneca: Vaxzevria*
- *Covaxin*
- *Johnson & Johnson*
- *Moderna*
- *Pfizer-BioNTech Vaccine*
- *Sinopharm*
- *Sputnik*
- *Sinovac- CoronaVac*